



STATE OF TENNESSEE
BUREAU OF TENNCARE

You have a right to fair treatment.

**If you think you have been treated unfairly,
this page tells you who to contact.**

We do not allow unfair treatment in TennCare.

State and Federal laws protect you from unfair treatment

No one can treat you in a different way because of your:

- | | | | | |
|---------|------------|----------|---------|------------|
| • Race | Birthplace | Sex | Beliefs | Disability |
| • Color | Language | Religion | Age | |

In TennCare, unfair treatment could mean many things. It could mean someone treated you differently because of one of the things listed above. For example:

- Maybe they didn't let you take part in the same things as other people.
- Maybe you did not get the help you needed to get health care.
- Maybe you did not get the health care that you needed.

Do you think you have been treated unfairly? You may contact any of the places listed below for help. You also have the right to file a complaint. By law, no one can get back at you for filing a complaint.

This is who you can contact if you are treated unfairly under TennCare.

Is your problem with your:

- **Physical health care?**

Then call your health plan (MCO).

- **Mental health care? Then call your BHO.**

- **Dental care? Then call Doral Dental.**

Call their Member Services Line.

The number is listed in your Member Handbook.

Ask to speak with the Non-discrimination

Compliance Coordinator

Bureau of TennCare

You can call the Office of Non-discrimination at:

(615) 507-6474.

You can call the Bureau of TennCare toll free at:

(800) 342-3145.

You can write to: Office of Non-discrimination

Bureau of TennCare

310 Great Circle Rd.

Nashville, TN **37243**

Fax: (615) **741-0882**

TDD: Toll Free – 1-800-772-7647

Local – 313-9240

U.S. Commission on Civil Rights

You can call (404) 562-7000.

You can write to:

Director

Southern Regional Office

61 Forsyth Street, SW - Suite 1840 T

Atlanta, Georgia 30303

**U.S. Department of Health & Human Services –
Office of Civil Rights**

You can call (800) 368-1019 for free.

You can write to:

Director - Office of Civil Rights

U.S. Department of Human Services

200 Independence Ave., SW –Room 506 F

Washington, DC 20201

TDD: (800) 537-7697

Tennessee Title VI Compliance Commission

You can call (615) 253-6717.

You can write to:

Director

J.K. Polk Bldg., Suite 200

505 Deaderick Street

Nashville, TN 37243-0635

Fax: (615) 532-0728

**U.S. Department of Health & Human Services –
Region IV Office of Civil Rights**

You can call: **(404) 562-7886.**

You can write to:

U.S. DHHS / Region IV Office of Civil Rights

61 Forsyth Street, SW - 3rd Floor, Suite 3B70

Atlanta, GA 30303

Fax: (404) **562-7881**